



**Solicitation Information
July 3, 2014**

RFP# 7548865

**TITLE: DESIGN & IMPLEMENT NEW VoIP SYSTEM
 DEPARTMENT OF THE ATTORNEY GENERAL**

Submission Deadline: Thursday, July 31, 2014 at 2:00 PM (ET)

Questions concerning this solicitation must be received by the Division of Purchases at gail.walsh@purchasing.ri.gov no later than **Friday, July 14, 2014 at 5:00 PM (ET)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP# on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: NO

**BOND REQUIRED: YES – TOTAL COST OF EQUIPMENT, LABOR & MATERIALS
FOR INSTALLATION & TESTING**

GAIL WALSH
CHIEF BUYER

Applicants must register on-line at the State Purchasing Website at www.purchasing.ri.gov

Note to Applicants:

Offers received without the entire completed four-page RIVIP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

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SECTION 1: INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island Department of Attorney General, is soliciting proposals from qualified firms to provide a complete VoIP solution to replace the existing aging telecom system, in accordance with the terms of this Request for Proposals and the State's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page at www.purchasing.ri.gov.

This is a Request for Proposals, not an Invitation for Bid. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content shall be borne by the vendor. The State assumes no responsibility for these costs.
4. Proposals are considered to be irrevocable for a period of not less than 120 days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
6. Proposals misdirected to other state locations, or which are otherwise not present in the Division of Purchases at the time of opening for any cause will be determined to be late and will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division of Purchases.
7. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered. Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.

8. All proposals should include the vendor's FEIN or Social Security number as evidenced by a W9, downloadable from the Division's website at www.purchasing.ri.gov.
9. The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.
10. Vendors are advised that all materials submitted to the State for consideration in response to this RFP will be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island, without exception, and will be released for inspection immediately upon request once an award has been made.
11. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.
12. Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 28-5.1-1 Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation. Please contact the EEO Administrator, Raymond Lambert, at (401) 222-3090 or Raymond.lambert@hr.ri.gov.
13. In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). *This is a requirement only of the successful vendor(s).*
14. The vendor should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information visit the website www.mbe.ri.gov or contact the MBE Administrator, Charles Newton, at (401)574-8253 or Charles.newton@doa.ri.gov.
15. Under HIPAA, a "business associate" is a person or entity, other than a member of the workforce of a HIPAA covered entity, who performs functions or activities on behalf of, or provides certain services to, a HIPAA covered entity that involves access by the business associate to HIPAA protected health information. A "business associate" also is a subcontractor that creates, receives, maintains, or transmits HIPAA protected health information on behalf of another business associate. The HIPAA rules generally require that HIPAA covered entities and business associates enter into contracts with their business associates to ensure that the business associates will appropriately safeguard

HIPAA protected health information. Therefore, if a Contractor qualifies as a business associate, it will be required to sign a HIPAA business associate agreement.

SECTION 2: BACKGROUND

The Department of Attorney General currently utilizes a dated (Avaya Definity Series) PBX telecom system. Given the existing phone system's age and lack of flexibility and functions to support current Department needs of up to 300 users; the Department of Attorney General is seeking competitive bids from capable vendors able to provide a complete Voice of IP solution with specific requirements to replace existing dated telecom equipment.

Specific Requirements

The vendor must be able to propose, install and support (on a request driven basis) a complete VoIP hardware solution capable of functioning within the Attorney General's existing virtual environment. The solution must have the flexibility to communicate and provide function from our main data center to 6 remote locations spread throughout the state of Rhode Island. The solution must be fully redundant / fault tolerant with flexibility for each site to operate independently and seamlessly in the event a failure should occur with the supplied MPLS connection or physical hardware error within the solution. This system must be fully manageable by an internal IT staff without dependency of a 3rd party vendor. Post support should include hardware, software and operational support of the phone system and must maintain a fixed cost for a 3-year period with option to lock in fixed pricing for the subsequent following 3 years. The vendor will provide an all-inclusive support agreement in which there will be absolutely no added or hidden future support charges of any nature to the Department of Attorney General. Any costs not identified in the all-inclusive support agreement will be born at the expense of the vendor. The vendor must also provide at a minimum the following features and requirements listed within section 3 of this RFP document.

SECTION 3: SCOPE OF WORK

General Scope of Work

The Department of Attorney General currently has 2 core data center locations. The proposed system must provide a hardware-based solution for all locations with remote survivability in the event of a WAN outage. This includes full PBX capability (make/answer calls, hold, conference, transfer, etc.) and local PSTN call routing for DID calls, outbound local and long distance calls and extension to extension calls. The system must provide redundancy for IP Phones in event of one or more simultaneous hardware failures. The systems' IP Phones must be able to function without loss of features and functionality. The system must also provide redundancy for PSTN calls (DID and outbound) using any of the other sites' PRI voice circuits in the event of a local PRI circuit outage from the carrier. Implementation of this solution will consist of a phased approach as the main location of the RIAG will still utilize the current Avaya system. This legacy system will need to co-exist / interface seamlessly to perform internal dial-by-extension and

outbound calling with the new proposed system during a building renovation / roll-out schedule. This schedule will highlight building renovations to specific floors which will replace existing “category 3” ethernet cabling with “category 6” cable in which it will be required to keep the Avaya system online until such renovations are finished, at which point the legacy phone system can be retired. The new proposed system will be required to interface with the legacy system indirectly. Please include all hardware, software and additional licensing to implement these requirements.

Specific Activities / Tasks

Phone System Operation / Specifications

1. Complete system administration via one single logon that allows a single view to program all features and users.
2. Calls must route into and out of each branch location via DID over PRI.
3. Solution must include Gb (Gigabit) enabled handsets powered by the existing PoE switch environment. (Details on switch environment can be provided during Q&A session)
4. Should the wide area network / MPLS fail: Any site (Location) must run independently as a whole system without any loss of features or voice mail.
5. Unified Communications for users and Receptionists.
 - a. Instant Message between all users
 - b. Desktop client integration that allows users to Dial out of Outlook Contacts
 - c. Presence for all users across all sites
 - d. Voicemail to Email integration
 - e. External and Internal Conference Bridge for up to 30 users
6. Voice mail box to reside at each RIAG remote location on a physical appliance.
7. Should a hardware failure occur at any site there should be no loss of functions or features.
 - a. No single point of failure: Should the hardware that supports IP phones, experience a total failure at any site (including the main site), a redundant solution must be architected and be transparent to the end user, without dropping a call.
 - b. Should a hardware failure occur at any site the system must operate with no loss of functions or features.
8. E911-and Internal emergency application.
9. 9. Call tracking / User Activity Reporting.
10. Mobile Users
 - a. System must allow users to utilize their smart phone to receive phone calls via any authenticated wireless hotspot. Users must transparently roam between wireless and cellular 3G/4G without losing a call and without any manual intervention. Mobility features should allow for 4 digit dialing, presence, IM and visual voicemail.

11. Support

a. Support must be all-inclusive covering every aspect of the solution: (Any costs not identified in the solution details will be considered to be included at the expense of the vendor)

- i. Physical Hardware Support
- ii. Software Support
- iii. Technical Support
- iv. On-premise hardware and software support / replacement
- v. On-premise IP handset software and hardware support / replacement
- vi. Phone system software and firmware upgrades
- vii. IP Handset software and firmware upgrades
- viii. Software Patching
- ix. 4 Hour response for all hardware replacement
- x. Licensing flexibility
 1. Licenses must be transferable between sites and not geographically assigned.

SECTION 4: TECHNICAL PROPOSAL

Narrative and format: The separate technical proposal should address specifically each of the required elements:

1. Staff Qualifications – Provide staff resumes/CV and describe qualifications and experience of key staff who will be involved in this project, including their experience in the field of VoIP and internal PBX systems in particular, if any.
2. Capability, Capacity, and Qualifications of the Offeror - Please provide a detailed description of the Vendor's experience as a 3rd party telecom vendor, including experience with installation in virtualized and environments. A list of relevant client references must be provided, to include client names, addresses, phone numbers, dates of service and type(s) of solution(s) provided.
3. Project Plan Methodology - Please describe in detail, the project and timeline to be performed. The following elements must be included: 1) Installation of proposed solution 2) Defined method(s) for having the new system temporarily “co-exist” with the legacy PBX for as long as is needed. 3) Follow-up measures, support and Quality of Service post PBX install.

SECTION 5: COST PROPOSAL

Detailed Budget and Budget Narrative:

Provide a detailed breakdown of the total cost proposal for installation and service of the project outlined in this proposal. Please explain the basis and rationale of your total cost proposal should it include additional items not included in Section 3 of this RFP document.

NOTE: Any costs not identified in the solution details will be considered to be included at the expense of the vendor.

SECTION 6: EVALUATION AND SELECTION

Proposals will be reviewed by a Technical Review Committee comprised of staff from RI State agencies. To advance to the Cost Evaluation phase, the Technical Proposal must receive a minimum of 60 (85.7%) out of a maximum of 70 technical points. Any technical proposals scoring less than 60 points will not have the cost component opened and evaluated. The proposal will be dropped from further consideration.

Proposals scoring 60 technical points or higher will be evaluated for cost and assigned up to a maximum of 30 points in cost category, bringing the potential maximum score to 100 points.

The Department of Attorney General reserves the exclusive right to select the individual(s) or firm (vendor) exclusive of final cost proposal, that it deems to be in its best interest to accomplish the project as specified herein; and conversely, reserves the right not to fund any proposal(s).

Proposals will be reviewed and scored based upon the following criteria:

Criteria	Possible Points
Staff Qualifications	10 Points
Capability, Capacity, and Qualifications of the Offeror	20 Points
Quality of the Work plan	20 Points
Suitability of Approach/Methodology	20 Points
Total Possible Technical Points	70 Points
Cost calculated as lowest responsive cost proposal divided by (this cost proposal) times 30 points *	30 Points
Total Possible Points	100 Points

*The Low bidder will receive one hundred percent (100%) of the available points for cost. All other bidders will be awarded cost points based upon the following formula:

(low bid / vendors bid) * available points

For example: If the low bidder (Vendor A) bids \$65,000 and Vendor B bids \$100,000 for monthly cost and service fee and the total points available are Thirty (30), vendor B's cost points are calculated as follows:

$$\$65,000 / \$100,000 * 30 = 19.5$$

Points will be assigned based on the vendor's total proposed solution, post support cost and how both relate to the best interests and needs of the Department of Attorney General. Points will also be assigned based on the clear demonstration of vendor's abilities to apply appropriate methods to complete the work, create innovative solutions and quality of past performance in similar projects.

Applicants may be required to submit additional written information or be asked to make an oral presentation before the technical review committee to clarify statements made in their proposal.

SECTION 7: PROPOSAL SUBMISSION

Questions concerning this solicitation may be e-mailed to the Division of Purchases at gail.walsh@purchasing.ri.gov no later than the date and time indicated on page one of this solicitation. Please reference **RFP # 7548865** on all correspondence. Questions should be submitted in a Microsoft Word attachment. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. If technical assistance is required to download, call the Help Desk at (401) 222-3766 or lynda.moore@doit.ri.gov.

Offerors are encouraged to submit written questions to the Division of Purchases. **No other contact with State parties will be permitted.** Interested offerors may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases will not be considered.

Responses (**an original plus four (4) copies**) should be mailed or hand-delivered in a sealed envelope marked "**RFP# 7548865 DESIGN & IMPLEMENT NEW VoIP SYSTEM**" to:

RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed, or emailed, to the Division of Purchases will not be considered. The official time clock is in the reception area of the Division of Purchases.

RESPONSE CONTENTS

Responses shall include the following:

1. A completed and signed four-page R.I.V.I.P generated bidder certification cover sheet downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov. **Please include with original proposal only.**
2. A completed and signed W-9 downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
3. **A separate Technical Proposal** describing the qualifications and background of the applicant and experience with and for similar projects, and all information described earlier in this solicitation. The Technical Proposal is limited to six (6) pages (this excludes any appendices). As appropriate, resumes of key staff that will provide services covered by this request.
4. **A separate, signed and sealed Cost Proposal** reflecting the hourly rate, or other fee structure, proposed to complete all of the requirements of this project.
5. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in **electronic format (CD-Rom, disc, or flash drive)**. Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested and it should be placed in the proposal marked "original".

CONCLUDING STATEMENTS

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

The State's General Conditions of Purchase contain the specific contract terms, stipulations and affirmations to be utilized for the contract awarded to the RFP. The State's General Conditions of Purchases/General Terms and Conditions can be found at the following URL: <https://www.purchasing.ri.gov/RIVIP/publicdocuments/ATTA.pdf>